

The AI value gap

AI is everywhere

but business impact isn't

Enterprise AI adoption is accelerating, but many organisations are still struggling to turn pilots, tools and experiments into measurable business outcomes.

CONNECTIVITY

CYBERSECURITY

ANALYTICS

CLOUD



AI is no longer on the sidelines.

88%*

of organisations report regular AI use in at least one business function. AI is now present across functions, teams and workflows, but presence does not equal performance.

Scaling is still limited. Only

07%*

of organisations report AI as fully scaled and integrated across the organisation. Most organisations are still experimenting, piloting or scaling in pockets and are not embedding AI into their operating model.

Value is not following investment.

The issue is execution. Many organisations have launched pilots, deployed tools and identified use cases, but AI remains fragmented

when it is not connected to the way the business makes decisions, serves customers, manages risk or runs operations.

The three reasons AI value gets stuck

1. Fragmented pilots

AI lives in isolated teams, proof of concepts or functions.

2. Weak foundations

Data, cloud, infrastructure and security are not ready to support scale.

3. Operating models remain unchanged

Workflows are not redesigned; governance is not embedded, and AI remains an overlay.



BCX helps enterprises move from fragmented AI pilots to integrated, intelligent operations combining cloud, data, security, infrastructure and execution capability to deliver measurable impact.

*McKinsey & Company, The State of AI: Global Survey 2025